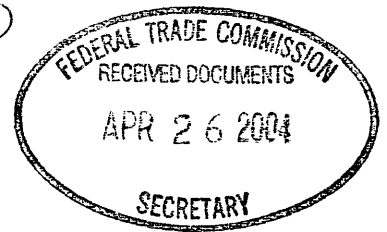


001160



Federal Trade Commission/Office of the Secretary  
Room 159-H  
600 Pennsylvania Avenue, N.W.  
Washington, D.C.  
20580

April 15, 2004

**Re: CAN-SPAM Act Rulemaking, Project No. R411008**  
**A tracking number of OL-104128 has been assigned on: 4/16/2004 1:15:34 PM.**

To the Commissioners,

I applaud your efforts to curb the problem of unsolicited bulk email. However, I am concerned about the proposed requirement for merchants to maintain suppression lists.

There are so many problems and costs associated with this idea, and so much damage done to consumers and businesses alike, that I feel I must urge you to consider this matter most carefully.

Requirement of the use of suppression lists will seriously damage many of the legitimate publications available on the net. My specific concern is for harm to publishers who require permission from the consumer prior to adding them to any list.

They're not who CAN-SPAM was designed to put out of business, but this requirement will very likely have that effect. There's also the potential for significant harm to consumers, because of the problem of properly knowing their intent when they unsubscribe from a list. On top of that, these suppression lists could easily fall into the hands of spammers, leading to more spam instead of less.

I was quite surprised at the potential problems this ruling could involve, and urge you in the strongest possible terms to reconsider its implementation in light of these problems.

Finally, I would like to add that Spammers in other countries outside the USA will continue to invade US email addresses. The FTC should put more pressure on companies like Microsoft and other software manufactures to develop and support email servers that offer better protection against spammers and hackers. If the applications and the software used to deliver email was better equipped to stop spammers from finding loop holes then we would be able to reduce the number of spammers sending email.

I also feel that email servers should be designed to allow and deny email access from countries that promote spam. This way you can automatically reduce unwanted spam.

Respectfully,

A handwritten signature in black ink, appearing to read "Alex Ribeiro". The signature is written over a horizontal line.

Alex Ribeiro  
Ontario, Canada

Doing business with 90% of client base located in the USA